

In the Specification:

Page 12,

line 5, delete "_____" and
insert -- 09/248,047 --;

line 7, delete "_____" and insert --10--.

In the Claims:

Kindly add the following new claims:

71. A method for determining if a server should be assigned to process work items having a work type, comprising:

determining if a server's work value for the work type is one of less than a threshold value or equal to the threshold value, wherein the work value represents an inclination to performing work of the work type; and

determining a composite work value for the work type if the server's work value for the work type is one of less than the threshold value or equal to the threshold value.

72. The method of claim 71 wherein determining the composite work value for the work type comprises locating a previously calculated composite work value for the work type in a memory.

73. The method of claim 71 wherein the server is one server of a plurality of servers and wherein at least another server of the plurality of servers uses the threshold value for the work type.

74. The method of claim 71 wherein the server is one server of a plurality of servers and wherein at least another server of the plurality of servers uses the threshold value.

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75. A method for determining if a server should be assigned to process work items having a work type in a work processing facility, comprising:

comparing the server's work value for the work type to a threshold value to determine if the server should be assigned to process work items having the work type, wherein the work value represents an inclination for performing work of the work type;

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sending an indication to the work processing facility that the server is suitable for assignment to process work items of the work type if comparing the server's work value for the work type with the threshold value indicates that the server should be assigned to process work items having the work type;

comparing a composite work value for the work type to the threshold value if comparing the server's work value for the work type with the threshold value indicates that the server should not be assigned to process work items having the work type; and

sending an indication to the work processing facility that the server is suitable for assignment to process work items of the work type if comparing the composite work value for the work type with the threshold value indicates that the server should be assigned to process work items having the work type.

76. The method of claim 75 wherein comparing the server's work value for the work type to the threshold value comprises determining if the server's work value for the work type is one of less than the threshold value or equal to the threshold value.

77. The method of claim 75 wherein comparing the composite work value for the work type to the threshold value comprises determining if the composite work value for the work type at least equals the threshold value.

78. A method for determining if a server should be assigned to process a work item having a work type in a work processing facility, comprising:

determining if a server's work value for the work type is one of less than a threshold value or equal to the threshold value, wherein the work value represents an inclination to performing work of the work type;

determining a composite work value for the work type if the server's work value for the work type is less than the threshold value;

determining if the determined composite work value for the work type is greater than the threshold value; and

sending an indication to the work processing facility that the server is suitable for assignment to process work items of the work type if the composite work value for the work type is greater than the threshold value.

79. The method of claim 78 wherein the work processing facility contains a plurality of servers and wherein assigning work items to at least another server uses the threshold value.

80. The method of claim 78 wherein the work processing facility processes a plurality of work items having a plurality of work types and wherein the threshold value corresponds to the work type.

81. The method of claim 78 wherein the work processing facility contains a plurality of server pools, such that each work type has a corresponding server pool, and wherein sending the indication to the work processing facility results in the server's assignment to a server pool.

82. The method of claim 78 wherein determining if the server's work value for the work type is less than a threshold value occurs when the server completes another work item.

83. The method of claim 78 wherein the server is a server in a plurality of servers and wherein determining if the server's work value for the

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work type is less than a threshold value occurs when another server of the plurality of servers is unavailable to process the work item.

84. The method of claim 78 wherein the work item comprises a plurality of work attributes and wherein the work type represents a concatenation of the plurality of work attributes.

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85. A method of attaining enterprise objectives in a work processing facility that uses a user-selectable composite preference value function in assigning servers to process work items related to the enterprise objectives, comprising:

determining that the selected user-selectable composite preference value function fails to optimize attainment of the enterprise objectives, wherein the selected user-selectable composite preference value function determines a composite preference value associated with the servers processing of work items;

examining a plurality of user-selectable composite preference value functions to identify another user-selectable composite preference value function; and

selecting the another user-selectable composite preference value function.

86. A method of attaining a plurality of enterprise objectives in a work processing facility having a plurality of servers, wherein each enterprise objective has a priority, comprising:

characterizing work items according to at least one associated enterprise objective; and

allocating the plurality of servers to process the work items on the basis of each work item's associated enterprise objective priority and each server's priority for processing a work item.

87. The method of claim 86 wherein each enterprise objective also has an associated goal and wherein an enterprise objective's priority rises with respect to the non-attainment of the enterprise objective's goal relative to the non-attainment of at least another enterprise objective's goal.

88. A method for determining if a server of a plurality of servers associated with an enterprise should be assigned to process a work item of a plurality of work items having a plurality of work types to achieve the enterprise's objectives, comprising:

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determining at least one composite preference value for a server of the plurality of servers for a work type of the plurality of work types using a composite preference value function that combines the server's preferences for the work type and the enterprise's preferences for the work type;

determining if the composite preference value function produces composite preference values that achieve the enterprise's objectives; and

locating another composite preference value function if the composite preference value function fails to achieve the enterprise's objectives.

89. A computer-readable medium whose contents cause a computer system to determine if a server should be assigned to process work items having a work type, comprising:

determining if a server's work value for the work type is one of less than a threshold value or equal to the threshold value, wherein the work value represents an inclination to performing work of the work type; and

determining a composite work value for the work type if the server's work value for the work type is one of less than the threshold value or equal to the threshold value.

90. A computer-readable medium whose contents cause a computer system to determine if a server should be assigned to process work items having a work type in a work processing facility, comprising:

comparing the server's work value for the work type to a threshold value to determine if the server should be assigned to process work items having the work type, wherein the work value represents an inclination for performing work of the work type;

sending an indication to the work processing facility that the server is suitable for assignment to process work items of the work if comparing the server's work value for the work type with the threshold value indicates that the server should be assigned to process work items having the work type;

comparing a composite work value for the work type to the threshold value if comparing the server's work value for the work type with the threshold value indicates that the server should not be assigned to process work items having the work type; and

sending an indication to the work processing facility that the server is suitable for assignment to process work items of the work type if comparing the composite work value for the work type with the threshold value indicates that the server should be assigned to process work items having the work type.

91. A computer-readable medium whose contents cause a computer system to attain a plurality of enterprise objectives in a work processing facility having a plurality of servers, wherein each enterprise objective has a priority, comprising:

characterizing work items according to at least one associated enterprise objective; and

allocating the plurality of servers to process the work items on the basis of each work item's associated enterprise objective priority and each server's priority for processing a work item.

92. A system that assigns a server to process work having a work type in a work processing facility, comprising:

a first comparator configured to compare a server's first value for the work type to a threshold value to determine if the server is suitable for assignment to work of the work type, wherein the first value indicates the server's inclination for performing work of the work type;

a second comparator configured to determine a composite preference value for the work type and compare the determined composite preference value for the work type to the threshold value to determine if the server is suitable for assignment to work of the work type; and

a result indicator configured to send an indication to the work processing facility that the server is suitable for assignment to work of the work type if at least one of the first comparator or the second comparator determines that the server is suitable for assignment to work of the work type.

93. The system of claim 92, further comprising:

a threshold value calculator configured to calculate the threshold value.

94. A system that assigns a plurality servers to process work items having a work type in a work processing facility, comprising:

at least one first comparator configured to compare a server's first value for a work item's work type to a threshold value to determine if the server is suitable for assignment to the work item, wherein the first value indicates the server's inclination for performing work of the work type;

at least one second comparator configured to determine a composite preference value for the work type and compare the determined composite preference value for the work type to the threshold value to determine if the server is suitable for assignment to work of the work type; and

a result indicator configured to send an indication to the work processing facility that the server is suitable for assignment to work of the work type if at least one of the first comparator or the second comparator determines that the server is suitable for assignment to work of the work type.

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95. The system of claim 94 wherein the at least one first comparator and the at least one second comparator are associated with a first computer, the system further comprising:

at least another first comparator associated with a second computer, wherein the at least another first comparator is configured to compare another server's first value for the work type to a threshold value to determine if the another server is suitable for assignment to work of the work type, wherein the first value indicates the another server's inclination for performing work of the work type; and

at least another second comparator associated with a second computer, wherein the at least another second comparator is configured to determine a composite preference value for the work type and compare the determined composite preference value for the work type to the threshold value to determine if the another server is suitable for assignment to work of the work type.

96. The system of claim 94, further comprising:

a resource limiter configured to receive a maximum server total for the work type and further configured to prevent the server's assignment to the work type if assignment of the server to the work type exceeds the received maximum server total.

REMARKS

Claims 1-70 are pending. Claims 71-96 have been added.

In this amendment the specification has been amended. The changes made to the specification are editorial in nature, including the addition of the Serial Number and filing date for a related application mentioned in the specification.

Likewise, the new claims provide additional clarification regarding the invention. The new claims do not constitute the addition of new matter and full support may be found within the disclosure as originally filed.